

NEWS RELEASE
For Immediate Release

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Colorado Introduces Real-Time Online Customer Service at www.Colorado.gov

DENVER – February 8, 2006 – Getting information from the state of Colorado just got easier, thanks to a new service offered through the state's official Web site (www.Colorado.gov). Last week, Colorado.gov introduced Live Help, a real-time online system that allows citizens to communicate with state customer service agents at any time of day or night.

"Live Help provides instant customer assistance when you visit the state Web site in search of government services or resources," said Governor Bill Owens. "This sort of help is available on just a handful of state Web sites around the country. Colorado has taken a leading role in providing live online assistance."

From the state home page, visitors may click on the Live Help icon to reach a member of the Colorado.gov customer service staff or a librarian located in Colorado. Live Help is available 24 hours a day and seven days a week except on major holidays.

Representatives can help citizens find the information or services they are seeking, often by recommending online government services. The representatives also can lead a citizen to the government Web page they need by automatically directing the user's Web browser to that page. As an additional feature, every Live Help user has the option to receive a transcript of the online help session sent to their e-mail address.

"Live Help is a tool that librarians have used with great success for several years," said Eugene Hainer, Director of the Colorado State Library. "We are pleased to partner with Colorado.gov to make this tool available to everyone who visits the official state Web site."

The Live Help service is delivered through a unique collaboration between Colorado.gov, Ask Colorado, and the Statewide Internet Portal Authority, which was formed in 2004 to oversee the success of Colorado.gov. Ask Colorado is a collaborative effort of 61 libraries from around the state.

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A About Colorado.gov

Colorado.gov is the official Web portal of the state of Colorado (www.Colorado.gov) and represents a collaborative effort between the Statewide Internet Portal Authority (SIPA) and Colorado Interactive to help Colorado government entities Web-enable their information services. SIPA is responsible for Colorado.gov. Colorado Interactive, a Denver based subsidiary of eGovernment firm NIC (EGOV) markets, operates and maintains Colorado.gov.

About SIPA

The Statewide Internet Portal Authority was created in 2004 by the Colorado legislature and is a state Authority governed by an 11-member Board of Directors, consisting of businesspersons and state and county representatives. The mission of SIPA is to make Colorado government at all levels more accessible to its citizens and businesses and more productive through the use of eBusiness technologies.

About NIC

NIC manages more eGovernment services than any provider in the world. NIC helps governments communicate more effectively with citizens and businesses by putting essential services online. NIC provides eGovernment solutions for 2,000 state and local agencies that serve more than 60 million people in the United States. Additional information is available at www.nicusa.com.